

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2019

Docket No. ACR2019

CHAIRMAN'S INFORMATION REQUEST NO. 18

(Issued February 25, 2020)

To clarify the Postal Service's FY 2019 Annual Performance Report (*FY 2019 Report*) and FY 2020 Annual Performance Plan (*FY 2020 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 3, 2020.

Legal Issues

1. Please confirm that FY 2020 results for the High-Quality Service, Safe Workplace and Engaged Workforce, and Financial Health performance indicators will be comparable with FY 2019 results. If not confirmed, for each performance indicator with non-comparable FY 2019 and FY 2020 results, please explain the methodology the Postal Service will use to calculate the FY 2020 result.

¹ The *FY 2019 Report* and *FY 2020 Plan* are included in the Postal Service's *FY 2019 Annual Report to Congress*, which the Postal Service filed with the FY 2019 Annual Compliance Report. See Library Reference USPS-FY19-17, December 27, 2019 (*FY 2019 Annual Report*).

High-Quality Service

2. In the *FY 2018 Annual Report*, the Postal Service stated that during FY 2018 it “conducted a network-wide job realignment and bidding process.”² In response to a Chairman’s Information Request (CHIR), the Postal Service stated that “during th[e] adjustment period[,] [following job realignment] . . . service performance might be impacted.”³ The Postal Service noted that new employee assignments were “[e]ssentially . . . in place by the beginning of FY 2018, on October 1.” *Id.*
 - a. Please confirm that this job realignment and bidding process has been completed. If not confirmed, please describe its current status and plans for completing the job realignment and bidding process.
 - b. Please state whether any additional job realignments are planned for FY 2020 and beyond. If any additional job realignments are planned, please provide details concerning the Postal Service’s plans including the timing, the impacted locations, and the expected results.

Excellent Customer Experiences

3. In the *FY 2019 Report*, the Postal Service states that to calculate the FY 2019 Customer Experience Composite Index result, it multiplied each customer touchpoint score by its respective weighting and summed the total. *FY 2019 Annual Report* at 23. Please list the steps for calculating the FY 2019 result. In the response, please show how the FY 2019 result for each component performance indicator was used to calculate the FY 2019 Customer Experience Composite Index result. *See id.* at 24.

² Docket No. ACR2018, *United States Postal Service FY 2018 Annual Report to Congress*, Library Reference USPS-FY18-17, December 28, 2018, at 18 (*FY 2018 Annual Report*).

³ Docket No. ACR2018, Responses of the United States Postal Service to Questions 1-9 of Chairman’s Information Request No. 13, February 21, 2019, question 2.

4. In the *FY 2019 Report*, in discussing its failure to achieve the FY 2019 target for the Customer Care Center (CCC) performance indicator, the Postal Service asserts that “[t]he primary root causes identified by customers were wait times before speaking to a USPS representative and the inability to resolve their issues at first contact with the CCC.” *Id.* at 25. Please provide the average wait time before speaking to a CCC agent in FY 2019.
5. Aside from “bettering operational performance” in order to “reduc[e] the need for customers to contact the CCC[,]” and “provid[ing] better self-service options,” please describe the steps the Postal Service has taken or plans to take in the future to shorten wait times for customers trying to speak with CCC agents. See *id.*

Financial Health

6. In Docket No. ACR2018, in response to a CHIR, the Postal Service stated that Informed Delivery had 12,833,960 active users at the end of FY 2018.⁴ Please provide the number of active users participating in Informed Delivery at the end of FY 2019.
7. The Postal Service states that the FY 2019 Deliveries per Total Work Hours % Change (DPTWH % Change) performance indicator result did not meet the FY 2019 target “due to overrunning our work hours relative to plan.” *FY 2019 Annual Report* at 34. Please explain in detail why work hours were overrun relative to plan in FY 2019.
8. To meet the FY 2020 DPTWH % Change target, the Postal Service states it “will capture work hour reductions from declining mail volume and from operational initiatives to improve efficiencies in mail processing, delivery, and customer

⁴ Docket No. ACR2018, Responses of the United States Postal Service to Questions 1-14 of Chairman’s Information Request No. 2, January 28, 2019, question 13.a.

service.” *Id.* The Postal Service described the same plan to meet the FY 2019 target. See *FY 2018 Annual Report* at 29. Please explain how the plan for meeting the FY 2020 DPTWH % Change target differs from the plan for meeting the FY 2019 DPTWH % Change target. In the response, please explain how the Postal Service will meet the FY 2020 target given that the plan implemented to achieve the FY 2019 target was not sufficient.

By the Chairman.

Robert G. Taub